

Building Service 32BJ Benefit Funds Job Description Posting Health Fund

Job Title:	Business Analyst III – Member Services
Grade:	10
Department:	Information Technology
Reports To:	Manager of Business Analysis
FLSA Status:	Exempt (Non-Management)
Posting Date:	January 31, 2020

Summary:

Under the supervision of the Manager of Business Analysis, the Business Analyst III discovers, synthesizes, and analyzes information to elicit business needs, document requirements, devise strategies and solutions, and implement changes with the goal of improving business outcomes for enterprise- level projects.

Essential Duties and Responsibilities:

- Collaborate with enterprise stakeholders and end users to identify, understand and document business and technical processes and requirements;
- Leads initiatives related to customer service which include but are not limited to the contact center systems, bots, knowledgebase, and chat;
- Analyze and prioritize current processes;
- Conduct gap analyses;
- Create project plans, manage scope, schedule and costs for the projects;
- Develop business cases, business, functional and non-functional requirements, feasibility studies and scope solutions for new business processes and technical applications;
- Assess proposed solutions to determine which fit the business need, identify gaps and shortcomings in solutions and determine necessary workarounds and/or changes to the solutions proposed;
- Collaborate with business stakeholders to create Cost Benefit Analyses for various initiatives;
- Coordinate with the vendors and other partners to successfully deliver projects;
- Create test plans, develop test cases, conduct and coordinate business acceptance and regression testing;
- Perform tasks after hours, on weekends, and as required by management/supervisory staff.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- At least six to ten years of solid and diverse work experience in IT, Healthcare and/or pension;
- Strong knowledge of customer service tools like phone system, contact center software, knowledgebase systems, chat and bots is preferred;
- At least 4 years of experience leveraging knowledge areas, competencies, and techniques described in the IIBA Business Analysis Body of Knowledge, BABOK.
- Experience with Business Acceptance test planning, test case development and test execution;
- Experience working within project management practices described in the PMI Project Management Body of Knowledge, PMBOK.
- Experience with data analysis
- Excellent MS office skills including Excel, Visio, PowerPoint and MS Project;

Interpersonal Skills:

- Detail oriented with excellent organization, analytical thinking, communication, and problem solving skills;
- Ability to plan and take initiatives to accomplish objectives in timely fashion;
- Understands the Funds' business environment;
- Ability to prioritize work and meet deadlines;
- Ability to establish and maintain effective working relationships with project team members, supervisors, and employees from other departments.

Education and/or Experience: Bachelor's degree in Computer Science, or a related discipline.

Language Skills: Speak, read, write and understand English

Reasoning Ability: High

Certificates, Licenses, Registrations: Certified Business Analysis Professional (CBAP) Preferred

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1/3 to 2/3 of the time: Work near moving or mechanical parts, exposure to radiation, moderate noise.

Candidates may submit their cover letter and resume to jobpostings@32bjfunds.com prior to closing date. Only those candidates under consideration will be contacted. No phone calls please.
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